February 2006

- **FPL Mass Change –** This annual Mass Change updates all open and recently closed MA cases applying to them the new Federal Poverty Levels. NOTE: Annual FPL figures from the Feds were made available a month earlier than usual this year.

- **Race/Ethnicity Reports** were created for calendar year 2005 and sent to counties during the 3rd week in February. These were distributed via the CARES Coordinator list.

- **Additional CWW Fixes and enhancements –** The following CWW fixes and enhancements are currently scheduled for February
  - SSN verification code of E-Enumerated is in CWW Household Members reference table. This was used in CRN when entering a zero SSN. This doesn't need to be used in CWW and will be removed.
  - Performance Enhancements to the CWW Employment/Unemployment queries will be done so that the page loads faster and prevent overall CWW performance impacts.
  - Currently the Child Support Summary page only lists Absent Parents with Court Order Information. This will be changed to list Absent Parent information regardless of whether or not there is a court order.
  - The Asset Assessment calculation will be saved into history, because it is not now.
  - Special characters will be allowed in text areas in CWW, including the Case Comments.
  - Bad data is causing fatals when running eligibility.
  - The Caseload Assignment search criteria selections for RFA status will be clarified.
  - Notice is not being sent from the Caseload Assignment (Move) page and will be corrected to send notice.
  - Agency Transfer edit messages will be made clearer. May add more messages.
  - Streamline process for deleting a person from a case to prevent 9 months live edit
  - Provide a better indicator for more sequences on a page
  - Alternate Address will print on RFA Application Registration form
  - Misleading validation on Employment page will be clarified
  - Adjust wording on institutions page (veterans field)
  - Show most frequently used reference table values at the top
  - Require "ACCESS" question to be entered only in AE and only in intake.

March 2006

- **Application Timeliness Report -** The 2006 IM contract appendix includes a performance standard for processing "All FoodShare applications and all Medicaid applications that do not involve a disability determination … within 30 days. Expedited FoodShare benefits must be processed within seven days." An automated report, including a "score" of percent of applications which are processed timely, has been developed. The initial production of this report was created for and sent to pilot agencies, Waukesha, Dane and Juneau Counties, on March 2. BEM and pilot agencies are currently reviewing these.

- **Combined FS/MA 2nd party review was implemented** to the counties on March 8. In this project, the State pre-selects cases to be reviewed, as currently done for FS 2nd party reviews. These are loaded to IMQA for county processing (see Ops Memo 06-05).

The IMQA system has new screens and functionality added and current FS 2nd party review process has been combined as far as possible with the new.

- **MA Review Date Problems –** As follow-up to June review date problems, this work will address MA review date problems. Issues with back-dated MA previously setting review date too soon will be fixed.

- **Manual Notices for IRS/PARIS Staff –** Manual letters are begin created which will allow central office IRS/PAIS staff to verify assets and income from third party sources and from individuals. Although these letters will display the name of the Central office staff and CAPO will show as the return address, these letters will rollup to CARES notice history for that case.

- **Data Exchange Disposition Purge –** Old outstanding dispositions still remaining in CARES will be purged. These are dispositions which are no longer set or were informational only.

- **SeniorCare LIS Letter -** A letter will be sent out to all SeniorCare participants in Level 1 (below 160% FPL). The letter explains that they might qualify for LIS and LIS might be a good choice for them rather than SeniorCare. This letter will be sent to about 50,000 participants.

April 2006

- **Case Specific Tracking -** In this project IMQA will be expanded to monitor when errors based on QC findings (both FoodShare and MA) are identified. Additionally it will track when the county fixes them. It will also track the amount of liquidated damages the county will be charged for not fixing the case and/or having the state fix the case.

- **IMQA Enhancement for Manual cases –** Shortly after the implementation of the combined MA & FS second party review changes to IMQA, an additional update will be made which will allow workers to identify a case manually to be pulled into IMQA for 2nd party review.

- **Begin the Addition of CWW Non-Core Users –** Implementation of CWW access for non-core users is anticipated to begin in April 2006.   The first group of query users to receive this access will be Child support workers (note: these staff have already been oriented and trained).

- **IMQA Support for the PERM project –** The PERM Pilot (currently in process) is not utilizing the functionality of the IMQA system, but the IMQA will be used during the program itself. A stand-alone module is proposed to be added to the IMQA system for this.

- **Benefit Recovery for IRS/PARIS Staff –** Changes will be implemented which will allow the central office IRS/PARIS staff to post benefit recovery claims against county cases but direct the collections back to the state. This also includes the creation of a new office in county 73 (office number 5173).

May 2006

June 2006

- **ACCESS version 4.0 Implementation of On-line Application -** This tool will allow individuals to apply for FS and MA through the internet. Online applications will be sent to the worker's CARES in-box where the worker can 'pull' the data into CARES. Eligibility can then be run and confirmed.

- **CARES Worker Web 2.0 – Mail-In Applications:** Web pages will be built in the In-Box subsystem of CARES that will mirror mail-in application forms in layout to facilitate entry. Once entered, this information can then be auto-populated into CWW.

- **ACCESS version 5.0 Report My Changes -** This function will allow the MA, FS or CTS participant to report changes on their case directly to their worker.

- **FoodShare and SMRF Fixes and Enhancement–** A group of FoodShare and SMRF fixes and enhancements is currently scheduled for March. These are based on requests from the Call Center and the FS program area and include:
  - Adding a filter for SMRFs which are in "sent" (SNT) status so they can be viewed separately if the worker chooses. This will allow workers to view a list of SMRFs that currently require action
  - The addition of a new alert to workers when a SMRF has been received but hasn't been completely processed yet.
  - Fixes for FS eligibility problems

- **Electronic Disqualified Recipient system (eDRS) –** The DRS process is used to report FoodShare Intentional Program Violations (IPVs) to FNS. This project will replace what is currently a data file transmittal to FNS with an on-line version.

July 2006

- **Employer Verification Health forms to Employers –** Included in the biennial budget changes effective January 2006 is the requirement that EVF-E and EVF-H forms go directly to employers to complete and return. Changes being made to support this include the establishment of a data exchange with UI's employer database.

- **SeniorCare Workload Reduction and Payment Accuracy –** Multiple enhancements and updates are planned to be implemented prior to the renewal workload has decreased. These include:
  - Creation of SC web pages
  - Scheduling of Data Exchange screens during SC eligibility driver flow (as is currently done for county cases)
  - Additional enhancements to Address Discrepancy logic
  - Identification of companion case number
  - Enhancements to allow the eligibility worker to more easily compare income reported at the current review to income reported at the initial SeniorCare application or prior review
  - Enhancement to allow the eligibility worker to more easily compare income reported for other programs of assistance to income reported to the SeniorCare program.

August 2006

September 2006

- **Food Stamp Federal Poverty Level Conversion -** In September of each year, we update the shelter standard, allotments, 130% FPL test limits and, sometimes, the standard deduction. This mass change usually occurs the first weekend in September.

- **ACCESS version 5.1 Expanded Change Reporting Tool -** This function will expand the initial release of Report My Changes (RMC) to include other online change reporting mechanisms (e.g., Pre-Printed review form or SMRF, etc.) so that the data can be pulled into CARES and the change processed.

October 2006

- **CARES Generated Pre-printed Review Form –** Concurrent with CWW 2.1 will be the implementation of a pre-printed review form to be produced out of CARES for all MA only cases.

- **Revamp/Update Review Notice –** Updates are required to the Notice that informs clients of their need to have a review of eligibility. These changes are to the language at the program-specific level (e.g., MA review does not need to be face-to-face). These changes will be required to be in place for implementation of the Pre-Printed Review Form.

- **ACCESS version 6.0 –** A Spanish version of "Am I eligible" has already been implemented into ACCESS. This release will be the Spanish version of "Check My Benefits", "Apply for Benefits" and "Report My Changes".

November 2006

- **SSI MA to be added to CARES –** SSI individuals will be added to CARES. This project will move the current stand-alone SSI/Medicaid system into the CARES system and automate much of what is currently done manually. This will also allow the MCI identifier to be added to all SSI MA individuals (from SDX), which needs to be in place prior to implementation of the MMIS replacement system, InterChange (iC), scheduled for January 1, 2007.

December 2006

- **COLA Mass Change** – At the end of November, we receive an electronic file from the Social Security Administration (SSA) containing the new January 1 Social Security payment amounts for our recipients. The Mass change runs in CARES about the first weekend in December and eligibility, premium amounts, etc are recalculated based on these new payment amounts.

January 2007

- **SSI/FS Combined Application Project -** In coordination with FNS and SSA, Wisconsin is exploring a demonstration project to provide a streamlined, centralized application

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process for FoodShare (FS) eligibility to Wisconsin SSI recipients. This project would increase the participation in the FS program of low-income elderly and disabled persons.

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